

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D301) CONFIGURATION AERODYNAMICS BRANCH COMPUTER SYSTEM ADMINISTRATION

<b>TA No:</b>	RBB001-Rev12		
<b>Task Area Monitor:</b>		<b>Alternate Task Area Monitor:</b>	
<b>NASA POC:</b>	None	<b>Software Control Class:</b>	Low Control
<b>Type of Task:</b>	Recurring Task		

## 2. BACKGROUND

The Configuration Aerodynamics Branch (CAB) has a collection of heterogeneous Unix/Linux workstations to support desktop engineering work and batch mode computation within the branch located in Buildings 1221 and 1251. The computer platforms include 34 SGI Octane or Indigo II workstations, five parallel computing PC clusters with a total of 42 Compaq XP-1000 and 200 Pentium IV cluster nodes running on the RedHat alpha Linux operating system, one Sun Sparc workstations, and 6 Intel PC's to serve a variety of applications such as desktop workstation, printer queue manager and FTP server. The SGI workstations are loosely coupled as a cluster with a network file system and user identification server. Fortran compiler, C-compiler, MPI libraries, commercially off-the-shelf engineering analysis software, and software developed in-house are installed on these computer systems. Computer systems files, user home directory files are back-up automatically at a prescribed schedule to the LARC DMSS facility. On-site system administration for hardware and software is required to maintain resource availability and network security for NASA personnel, contractors, and grantees, within and outside the Langley network domain.

## 3. OBJECTIVE

The objective of this task assignment is to provide on-site system administration support for the Unix and Linux computer systems in the Configuration Aerodynamics Branch.

## 4. GENERAL IT SUPPORT SERVICES

### Services Specified Through Exhibit A:

Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The services of System and IT Security Administration shall be provided for all the identified in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1).

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

**Customer Support and IT Consultation and Training:**

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

**Exceptions and Additional Requirements:**

For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Contractor personnel will be located on-site in the CAB office area. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations outside of normal working hours will be monitored and problems will be reported to the Technical Monitor within 2 hours of the start of the next business day.

**General IT Support Services Performance Metrics**

Performance Standard: All systems to which these services apply are maintained to OEM standards. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

- Exceeds: "Meets" and: incipient failures are recognized and acted upon; or repairs are accomplished ahead of schedule.
- Meets: Equipment failures are identified within 2 hours of occurrence (or beginning of first prime shift following occurrence) and satisfactory repairs are affected on the schedule agreed to by the contractor and line manager before the repair is initiated. Data is restored to status of the last available back-up
- Fails: Any of the requirements of this subsection (a through g) is not satisfied.

**5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

None required.

## **7. Exhibit A**

[Exhibit A](#)

## **8. SPECIAL SECURITY REQUIREMENTS**

None.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None.

## **10. JOINT REVIEW SCHEDULE**

There will be a joint review of the work of this task at meetings to be held monthly, on the first Wednesday of each month. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed. The contractor shall maintain minutes; and at the beginning of each meeting the minutes of the previous meeting will be reviewed.

## **11. PERIOD OF PERFORMANCE**

This TA is effective from 02/01/01 to 04/27/10

## **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%    Timeliness: 40%

## **13. RESPONSE REQUIREMENTS**

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost, and schedule. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

## **14. GOVERNMENT ESTIMATED COST**

## **15. FUNDING INFORMATION**

Funding has not been entered for this TA.

**16. MILESTONES**

None required.

**17. DELIVERABLES**

None required.

**18. FILE ATTACHMENTS**

None.